



Grace Logistics & Movers

Training Manual

2021-2022

Intro

In the United States alone, approximately 9 million people relocate per year using the services of a professional mover. This training manual will cover the basic principles and techniques necessary to perform as a professional mover and provide an overview of the techniques used in field operation.

Four Pillars of Success

We believe that in order to be successful in the moving industry and to provide exceptional service to our customers, we must adhere to these four pillars of success:

1. Professionalism
2. Presentation
3. Proficiency
4. Potential

Professionalism

Your understanding of how to perform in different situations have far reaching implications. Customer service, security, and safety for all those involved is priority. Making the right decisions as well as understanding company policy is the key that will help you to be prepared to face the challenges that occur during the course of a relocation while maintaining the highest level of professionalism.

Presentation

Your outward appearance plays a big part in the customer's perception of your skills. As a professional, your first impression is critical. You will immediately be subject to a customer's opinion the moment you arrive. It is your responsibility to ensure that your appearance and behavior reflect in a manner that aligns with the company standards.

Proficiency

Your mastery of the basic skills included in this training will be a determining factor in how far you will advance. An ability to learn must be combined with a willingness to do so. All the skills necessary to advance will be provided to you. It is your responsibility to become proficient in each skill.

Potential

The moving industry is an ever changing environment. Therefore, the opportunity for rapid advancement is available for those willing and able to grasp the skills presented in the training. You

have the potential to quickly grow from helper to driver to lead person. Your skill and abilities combined with a willingness to learn will help you achieve tremendous gains in a relatively short period of time.

10 Basic Rules

There are some basic guidelines that apply when we are going into the homes of strangers. Remember, we are handling theirs and their family's personal items which can raise their stress level dramatically. Here are 10 Basic Rules we must keep in mind that can help to lower the tension when you are meeting someone for the first time.

1. **Be clean and well groomed.** This means taking a bath every day and keeping your hair neatly groomed. Uniforms should be clean and presentable with no holes and shirts should be tucked in. Footwear should be rubber non scuffed soles with proper support and black or white in color. You will walk about 8 miles in an 8 hour day so comfortable footwear is of utmost importance.
2. **Be on time.** You will never be on a job by yourself. When you are late, you are either holding up someone else or getting left behind. In either event, operations are disrupted. Remember a customer has been promised a start time and everyone is on the clock waiting.
3. **Cover all questionable tattoos and remove piercings.** Tattoos and body piercings may be fashionable today, but please remember that style is a statement or an opinion. Not all customers may share your opinion. We ask that you cover all questionable tattoos and remove piercings so that you present a professional image to the customer. Our goal is to lower the customer's tensions, not raise them. In addition, body piercings can pose a safety issue. They can snag on the nylon threads in the furniture pads which can lead to them being yanked or torn out. Please refrain from rings, watches and other jewelry that can cause injury, be damaged, or lost. You are allowed to wear your wedding band, if desired.
4. **Watch your language.** The lead person should be the main source of communication with the customer. However, you should be mindful of your conversations with and around the customer. No negative comments. Topics involving race, religion, sex or sexual lifestyles, politics, and even sports teams can rub the customer the wrong way. You may think you know a customer, but you don't. Never argue with a customer. Never bring up negative comments regarding where they live or where they are moving. This is a truly important point to remember as many movers will take for granted that they understand the customer, and they do 90% of the time. It's the other 10% that will get you in trouble.
5. **Direct customer questions to the lead person.** It is the lead person's responsibility to make decisions on issues that may arise during the move. The lead person may be aware of situations you are not aware of so it's best to let them do their job.
6. **Do not engage in any activity that is illegal or unsafe or unprofessional.** This one is self-explanatory, but there are some safety considerations regarding where we work while in a residence. We only work in areas where: ***we can stand up; we have solid flooring or footing; we have light.*** We do not go up on roofs or down in crawl spaces. We do check out attics, if necessary. Don't let others influence you in regards to safety. If in doubt, see your lead person.
7. **Be polite.** Remember, you are a guest. We are performing a service, but we are still a guest in the customer's house. Treat them with the same respect you would expect if the roles were reversed. When the job starts, customers are referred to as Mr., Mrs., or Miss.

Most customers do not expect this level of formality and will ask you to simply use their name. That may mean you are getting them to relax a little. The sooner this happens, the better. Also, be sure to ask for permission to use the restroom. The customer usually is ok with this, however, there may be issues in the plumbing or they may need you to use a specific restroom. Always ask the customer for permission to use the sink to fill your water container or wash your hands. It is a common courtesy. You are a guest.

8. **Be prepared to find sensitive items.** This is one of the most interesting things about our job. We deal with people all kinds of people, therefore, one of our objectives is to maintain a sense of privacy. When you find something odd you that may not know what to do with, get your lead person involved. If it isn't a safety or legal issue, pack it and get out of sight. If it is illegal or safety issue, let the lead person deal with the customer in regards to the item. Also, be mindful that customers may "plant and bait" items like money or expensive jewelry in an attempt to see if they will be taken. In this situation, you can be sure that the customer will report any item they believe has been stolen and they probably already have pictures of the items themselves. If you come across a sensitive item that seems like it shouldn't be lying around, notify your lead person. Don't touch it! Oftentimes, the customer has already taken photos or written down serial numbers, even on cash. Theft could cost the company thousands of dollars and will result in your termination.
9. **Be prepared for a long day.** Every job is different and in peak season you may perform one or more jobs a day. It is important that you bring a lunch as well as anything else that you may need for a minimum of 10 hours. Many workers carry a large lunch Box, bring extra socks, and/or bring an extra t-shirt to switch into later in the day. It is very important to stay hydrated so bring a container to drink water out from. Remember, the moving trucks we operate do not fit in to the same space as a car. Therefore, extra stops outside of the route required for the move will be kept to a minimum to reduce risks and the likelihood of damage to company vehicles.
10. **No smoking near residences or in trucks.** Smoking is strongly discouraged. However, it is allowed at the farthest corner of the property or 50 ft. away from the residence, whichever is greater. Smoking is prohibited inside of the truck at all times. Smokers are required to police their cigarette butts and dispose of them in a proper receptacle. Smoke breaks are only called by the lead person.

Our performance will be rated at the end of the job, possibly more than once, by a customer who will observe you in regards to these ten areas. It is their perception that will determine our review. Your performance score will be evaluated by your lead person based on your overall professionalism, your demonstration of the Four Pillars, and your adherence to the Ten Basic Rules. As you grow, your performance score will improve and you will see increased tip activity. Ask your lead person or manager about tips.

Common Sense Moving

Now that we have gone over the foundational pillars for success in the moving industry, let's review some additional points for to keep in mind for *common sense* moving.

- ✓ Never slide anything across floors or furniture without pads. Sliding furniture or boxes across the floor can cause significant damage. Should the need arise, pick up the piece and

move it. If the piece requires more than one person to move and you do not have help, move it later.

- ✓ Keep boxes off furniture. Boxes can pick up rocks pebbles and grit from the ground during the course of the move. Setting boxes on furniture puts the furniture at risk of scratching or gouging.
- ✓ Do not leave unstable items standing up outside. Items such as bookcases, mattresses, grandfather clocks, etc. do not need to be brought outside until they are ready to be loaded. If they must be brought out before this, they should be fully padded and laid down out of the work path.
- ✓ Do not use handles or wheels that are on the furniture to grasp and/or transport furniture. Plastic wheels could snap off when moved across rough areas or over thresholds. Handles on items other than suitcases can be torn off. Any of these items should be loaded on dollies and either wheeled out on our wheels or picked up and carried from the bottom of the piece.
- ✓ Document any items given to workers and get a receipt. Customers sometime give away furniture on the job. It may be to lighten the load or the piece of furniture may be something they no longer want. If any team member is given a piece of furniture belonging to the customer, a receipt needs to be filled out. The receipt will have the customer's name, the date, the item being given away, the worker's name, and the customer signature. This receipt will stay with a move paperwork.
- ✓ Note pre-move damage and inform the lead person. Any damage found at the time of loading should be brought to the attention of your lead person. The lead person will bring the damage to customer's attention. Be sure to take pictures of the damage before removing the piece from the residence. You don't want any confusion that this damage did not occur in the process of moving. The same would apply to any damage found around the residence. For example, if you move piece away from the wall and you see there's a hole in the wall, stop get your lead person and straighten it out immediately.
- ✓ Don't lean items against the truck. Trucks move. Items leaning against the trunk can be run over and crushed. Crushed items can damage truck tires. Also, items leaning against the truck can scratch the paint on the truck.
- ✓ Think safety, plan, and think ahead. Two men pieces require teamwork. Almost anyone can move a one man piece up the stairs. Two men pieces require a lot more. Two movers working together for the first time need to communicate well. Describing changes in the position of the furniture, turns ahead, walking surface differences, and even hand positions is critical. There might be bannisters or low overheads in the residence that need to be considered before the move begins. Physical features have a dramatic effect on how the piece will be handled. Do not take for granted that your coworker, who you have most likely never worked with before, may not automatically know exactly what you expect them to do. Before moving any two men piece up or down any stairs, take a whole minute and discuss what is needed to get the piece moved safely. The process should go smoother after you have worked together for a while.
- ✓ Be honest and don't hide damage. Addressing damage and correcting it early is your best bet. Sooner or later you will cause damage. You might tear something while carrying an item. You may try to force an item through a doorway. Regardless, you must own up to it. If no one sees, you must notify your lead person immediately. If your customer witnesses the damage, stop and own up to it. Get your lead person. They will have more experience in assuring the customer that this will be taken care of in a manner that benefits them.

Research has shown that when a negative situation is addressed promptly, and in the customer's favor, there is a higher level of customer satisfaction regardless of the damage. Damage that is hidden, however, presents a situation that implies that we are either incompetent, or less than honest.

- ✓ Don't try to catch falling furniture, ever. Accidents happen. If a heavy piece is falling, let it go. It's a hard lesson to learn, but never compromise your safety. Many experienced movers will automatically reach out to try to catch falling furniture. It is one of the primary ways movers get seriously injured. This could be the loss of fingers or toes, as well as a hurt back. There is not a single piece of furniture that's worth it. It's much easier to simply replace the damaged furniture than to deal with a serious injury that can end your moving career and leave you in pain for a great deal of your life.
- ✓ Blend in, follow directions, and keep up with your coworkers. Don't walk around empty handed. This can be a fun stress free work environment, but it's up to you if you are willing to work to advance yourself. Advancement is in your hands.

Safe Lifting and Carrying

Professional movers use moving equipment and other mechanical means to move the household goods that we transport. However, there are times we cannot use equipment. Sofas, for instance, are difficult to move with equipment. Certain work surfaces, such as gravel or dirt, do not work well with dollies. Residence conditions like tile entryways and hardwood stairs are prohibitive to hand trucks or plain dollies. Therefore, you must learn to lift and carry safely.

There are 7 different common carries used by movers, but before we move on to that, it's important that we stop to cover a few valuable things you'll need to do and consider prior to moving a single item. Please remember that 43% of all moving injuries in the industry are result of poor lifting habits and techniques. You should always:

- Stretch before any job or after any prolonged period of rest. This includes lunch time, travel time, or any other extended break after you have been working hard and moving furniture.
- Start jobs by creating clear pathways out of the house and clear access to the larger furniture. Nearly every job we do will require pathways through the residence, usually from the farthest point inside the house to the front door; across the driveway and into the truck or vice versa at delivery.
- Keep the pathway clear of furniture, children's toys, moving equipment, pans, or debris is very important. Customers and their children may inadvertently leave shoes, toys, or other personal items in our path. We have to keep the customer on board with this philosophy. Children and pets can turn move day into a nightmare. If an issue arises, notify your lead person so that they can communicate the issue with the customer. This will ensure that the move goes smoothly for everyone involved. ***On a different note, never be alone with a child in a room without a

*witness. In this day and age it is too easy to have something negative mentioned involving the child. You don't want this to happen. Protect yourself.****

- Start with small items for at least the first 15 minutes, then move on to larger items. Workers with larger muscle mass need to pay close attention to this practice. as do any movers who have had previous strains to large muscle groups and through
- Lift with your legs, not your back. Many illustrations show a person squatting down like a baseball catcher and picking up a box in front of them. The problem with this illustration is that the person has their best eerier below their knees. Although this position saves the back, it will cause severe knee issues down the road. Instead assume a position with your legs spread wider than your shoulders. Stand directly in front of the item you wish to pick up and lower your posterior until it is just above your knees. Then reach out to the item putting both hands on top and tilt the peace to one side. Slip your hand underneath the elevated side. Keeping your head up, lift with your legs and bring the item up above your waist. If the item has drawers, such as the nightstand, keep the drawers into your chest. If the item is a two man piece, keep the front of the dresser tilted up so the drawers remain closed. In either case, get your hands comfortably under the piece and lift with your legs, not with your back.
- Pay attention to work surfaces. Inclement weather can become a factor with concrete stairs that are painted, painted walkways, walk boards, or any polished surface. When bad weather moves in, you may have to slow down on these surfaces. This also applies to using a hand truck or appliance dolly on stairs and ramps. Trying to pull an item up may cause you to slip and fall. Think safety. Don't hesitate to ask one of your coworkers for help.
- Check outdoor items for critters, Beware. People in urban and rural areas will have garages, basements, sheds, barns, and other areas around the house that may be home to critters. When you are in these areas, be careful not to just stick your hand underneath items. Move items away from the wall, stand them up off the floor, and get a good look at it before you grab. Wipe off any spider webs or anything else that looks potentially dangerous. Snakes like to hide in barns, sheds, or other outdoor equipment that is often disturbed. Don't be a victim. If you are bitten, report it immediately to your lead person.

Now that we have covered the things you should consider before moving an item, let's go over the 7 Basic Carries.

One Man Basic Carry

The one man from carry is the most basic carry and is the method most new movers use when they come into the business. The challenge with it is it has a tendency to block the mover's

vision directly in front and below them. It also places additional strain on the lower back muscles. Therefore, most movers wrap their arms around the piece when they use this carry creating a wider load to pass through doorways. Once you scrape enough skin off your elbow and knuckles, you might find that there are easier ways to carry items than this method.

Long Arm Back Carry

The long arm back carry can be used for boxes or small square furniture. It requires the use of another box or piece of furniture to set the item on. Once the item is placed approximately 30 inches off the ground, the mover backs up to the piece placing one arm backward over the top of the piece. Then reaching back underhanded, grab the bottom front side with the other hand. The item is set down in a reverse fashion backing up to another stable solid item and lowering it gently onto the set area. This lift requires you to be limber.

The advantage of it is it keeps your arms inside the piece creating a narrower load to pass through doorways as well as free up your forward vision. Additionally the load is centered over your hips and your biggest muscle groups reducing the strain on your lower back.

One Man Hump Strap Carry

This carry is similar to the long arm back carry. The set box for your platform is still needed. The mover still backs up to the piece, but now employs a cotton strap to loop over the item. While squatting down slightly, the slack is taken up with a simple granny knot tied over the arms and in front of the chest. It helps to exhale prior to tying the knot. Once you have a tight knot over your chest, exhale and inhale. Then stand from your slightly squatted position. You have now converted your load to a backpack. The technique for setting down the item is identical to the long arm back carry.

The one man hump strap carry has been around for years and has been predominantly featured by big city movers who routinely move customers into multi floor structures with no elevator in the building. When you think about it, hump straps weigh approximately one pound. This means every time you take up your load, you have the weight of the load plus one pound. If you use a hand truck, you have the weight of the load plus the weight of the hand truck which can weigh anywhere from 10 to 20 pounds. An average flight of stairs has 17 steps which means every load you take up with the hand truck adds up to an additional 170 to 340 pounds.

Level 2 Person Carry

The level 2 person carry is designed for items such as a double or triple dresser. It is generally a longer, lower profile item that requires two movers to carry safely. The item is picked up with the two movers facing each other. Each mover places their hands on both sides of the dresser. Next, the dresser is tilted backward to keep the drawers from falling out. While raising the front of the dresser for an easier reach, both movers squat slightly keeping their hips above their knees. Reaching down and grasping the front of the dresser, they lift and bring the dresser up to their waist setting the rear of the dresser on top of their thigh then moving their hands from the back top of the dresser to the back bottom of the dresser. They should now have both hands underneath the dresser and ready to go. It is always a good practice to verify with each other that you are set and have a good grip.

The level 2 person carry may change angles when going up or down stairs, but it is still a level 2 person carry because both movers will always face each other. One never turns his back and carries the piece behind him.

High Low Carry

The High Low carry is designed for taller items such as highboy dressers, bookcases, or any other item higher than 40 inches. Two movers approach the piece facing each other. One mover will indicate to the other mover that they are going to top the piece usually by saying, "*Over to you.*" The mover tilting the furniture will end up with the low end while the mover receiving the tip end will have the high end. It is important to remember that the high end mover will backup on flat ground or when going upstairs. The only time the low end backs up anywhere is when the piece comes downstairs. When the piece and the movers arrive to the point where the furniture goes, they will set the furniture piece down verbally saying, "*Set.*" The same phrase applies to all two men carries.

High Low Carry with a Hump Strap

This carry is identical to the previous carry, the High Low. The only difference is that a hump strap is used by the mover with a high end. With this carry, the mover who takes the high end tips the piece to the other mover and then loops the hump strap underneath his end. The other mover will then tip the piece back over to the high end. They will squat slightly and take up the slack of the hump strap with both hands with a call, "*Coming up.*" The Hi end mover stands up, straight arms extended holding the strap tight and the low end mover lifts the bottom of the piece high enough to raise it 4 to 6 inches off the ground.

Mattress Carry with a Hump Strap

The mattress carry with a hump strap is used to make moving mattresses easier. Large mattresses can be difficult to grip when boxed or left unpacked. The mattress is laid on its side with the movers facing each other on each end. The mattress is then tilted slightly to one side and the hump strap is run underneath the entire length of the mattress. Each mover takes one end of the hump strap, squats slightly, takes up the slack with one hand, and then stands. They are now ready to move the mattress.

These are your basic carries, but there are other tricks to learn with a hump strap, other strap systems, and other combination of hump strap and moving equipment. These carries will seem a little unnatural or uncomfortable at first. Give them a try a few times every day. Before long, you find that you can work easier later into the day with less stress and strain on your body.

Residence Protection

Residence protection is by far one of the most important steps to help the customer relax thus allowing the job to run smoothly. Residence protection, along with padding furniture in the home performed prior to any moving, tells the customer we are professional and we are concerned about your home. Nothing will instill customer confidence quicker than this step. Confident customers stay out of your way. The confident customer also rewards good service. With this in mind, let's go over 3 basic forms of residence protection.

1. Floor Protection

Several types of floor protection are available for the floors you will encounter. The most common for protection involves the use of a rubber backed runner. They come in many colors and are commonly purchased by the foot. We carry anywhere from 150 to 200 feet of this protection on each of truck. Rug runners are good for hardwood floors, carpet, tile, and marble as long as you are not moving very heavy items over them. If you have marble or tile floors and you have a safe to move, masonite is the preferred for protection. With masonite laid over rug runners, you have solid support for your gun safe or whatever heavy piece you might be moving. Carpet mask is a wonderful option for carpet and, in particular, carpeted stairways. Equipment should stay on this floor protection.

2. Door protection

Most movers pass through the front door of any residence many times during a move. Other doors may also be used, but none are as expensive as the front door. The front door is also the area seen by most every customer, every day of their life. This is why we take measures to protect that entry point. The original method of door protection was to drape a pad over the top of the door, then slip a rubber band over the top of the door. Bring the rubber band as low as half way at the front edge of the door and then the top hinge at the rear of the door. An additional pad is tucked under the rubber band and wrapped completely around the front of the door or as far as it would go behind the door.

There's also a door pad that simply hangs and attaches by Velcro. Either method will work and convey to your customer that you consider their residence worth protecting. If necessary, you may opt to move the door entirely, but this can present another challenge because you will then have to safely secure the door and reinstall it once the move is complete. Padding is much easier.

We also have a specialized piece of equipment which consists of a pad with three spring C-shaped clips called a door jamb protector. It is very easy to use. Simply pry open the clips and attached the protector to the height you wish to cover on the door jamb. We recommend from the ground up as dolly wheels are prone to leaving scratches and gouges 6 inches from the bottom of the door jamb.

3. Other Protection

When moving in a residence that has multiple floors, you will often find decorative wood bannisters. These bannisters require protection by padding all surface areas. Be careful to avoid getting any tape adhesive on the polished surface. This is very simple. Place a pad over the rail of the top of the stairwell. Keeping the pad tucked all the way under the top rail, tape under the pad and inside the railing. Next add another pad. Overlap with the bottom of the first pad and tape. Continue this process all the way down to the bottom of the bannister. Combine this process with carpet mask and you have secured your pathway.

Household Moving Equipment

Moving equipment, when used correctly, reduces injuries. If used incorrectly, wastes time which means wasted energy. Misuse of equipment usually results in injuries or damage. It is important that you understand the limitations of the equipment and the requirements for use.

Hand Truck/ Dolly

The most common piece of equipment used in the movie industry is the hand truck. There are several designs with different handles and different wheels. Some may convert to a platform style dolly. We routinely use the standard 2 wheel steel frame hand truck.

This hand truck is used by one person designed to move cartons and small furniture safely. They can also be used to move small appliances with two movers. However, we prefer that you use an appliance dolly because of the appliance strap. Beware, this item can cause floor damage or damage the hardwood stairs so use the procedures discussed in the residence protection section to prevent damage to the customer's property.

Appliance Dolly

The appliance dolly is used for moving large pieces of upright furniture. This includes refrigerators, washers, dryers, and highboy dressers. Double or triple dressers that are padded and stood on end can also be moved with this piece of equipment. The appliance dolly has a wider blade design and not as deep as the hand truck. Also known as the reefer dolly, it has a locking ratchet and strap system as well as two built in stair runner systems behind each wheel. The frame usually has a plastic or rubber type coating to prevent damage from rubbing.

This is a two man piece of equipment. One mover will operate the dolly while the other helps support the weight, assists in turns, assist going up-and-down stairs, and generally aids in tilting and balancing the load. Do not leave the appliance dolly standing up alone. It is unstable and can fall on uneven surfaces. A slight breeze can knock it over when standing by itself. When not in use, the appliance dolly should be strapped off in the truck or laid down out of any working paths.

Four wheeler

The four wheel Dolly is a platform style dolly, usually with some type of rubber or carpet padding. This dolly will have a minimum of two swiveling or turning caster style wheels. Most often it will have four caster style turning wheels. The first rule of the four wheel dolly is that it is not a skate board. This piece of equipment has a primary use from moving large solid base furniture on flat ground. Pianos are also commonly moved by this piece of equipment. In fact, you may hear the four wheel dolly referred to as the *Piano dolly*. Of course, the true piano dolly is shorter in length and has large non swiveling wheels.

Most carriers do not move enough pianos to merit purchasing a true piano dolly so they make do with this equipment. The four wheel dolly is generally a two man piece of equipment on household moves. It may be a one man piece of equipment on office and industrial moves.

Colson Dolly

Not many people in the moving industry know what the Colson dolly is. Although most of us have used it many times, it is commonly called big red or big blue. A Colson dolly is a larger version of the appliance dolly with a set of folding wheels to help support moving extremely heavy upright items such as gun safes, commonly found on household moves. This is a three man piece

of equipment and is never left alone in the tilted back position. Proper manpower is vital to the safe use of this piece of equipment. Floor protection is also a must.

The Colson dolly may have a ratchet or tension based strap system and may have two such systems on its frame. In the big red design, you must also verify that the lock bar has slid into place before tilting your load back into the dolly. If the lock bar is not in place, the wheel carriage may collapse and the entire load will fall on the mover operating this piece of equipment. The big blue version of the dolly has a similar design with a sliding axle. This is a serious piece of equipment. Anything you move with it will be heavy and very high dollar.

Walk Boards

In the moving industry, the walk boards are and can be used on any door because they are detachable. They have up-and-down ends. The up end has a lip with a slight downward angle. The down end maintains the same angle as the walk board. Walk boards usually run from the truck to the ground, but can also go from the truck to higher elevated level. Walk boards need to be inspected for smooth surfaces or steel side trim separation. The separation can grab shoelaces and you'll find yourself being flipped off the walk board, possibly with a load.

Should you ever have a situation where your walk board lands on a downward slope driveway and the walk board keeps falling off the truck, connect a long logistics strap inside the truck and run the strap all the way to the end of the walk board. Leave the buckle just in front of the bottom edge of the walk board and tighten the strap. The walk board will hook on the buckle and should stay in place. One safety rule to keep in mind when using hand trucks or appliance dollies on walk boards, when going up the walk board: *always keep your dolly wheels below you. Back up the walk board or walk down.*

Basic Wrapping and Disassembly

Prior to being moved, all furniture needs to be wrapped and should remain wrapped until delivered to the destination. Traditionally, two movers would walk into the house, pick up the dresser and carry it out to the truck out of sight of the customer. There they would wrap it and load it.

The newer method is for each mover to take two pads and two hand trucks into the house. Each pad a large piece of furniture such as a highboy dresser and a triple dresser securing each padded piece with tape or rubber bands. Then each mover takes one piece out on their hand truck. Neither mover had to carry anything. In addition, they also got two pieces out of the residence in the same time they would have only gotten one piece out.

Customers need to witness the care you take in handling their household goods. By wrapping pieces in front of them with clean pads, you will achieve two goals:

- a. Reduce claims as the customer has never seen their furniture handled without padding.
- b. By padding the furniture, you have made it easier to dolly or wheel in-and-out of the residence.

Wrapping inside can also increase your efficiency. For instance, you could wrap a one man piece, put it on a dolly and stack of boxes on top of it. Remember, wheels beat heels. Now, let's cover the different ways to wrap furniture.

Diaper Wrap

The diaper wrap is a version of the burrito wrap used in packing. Spread out the pad and take the one man piece of furniture (i.e. chair, nightstand and table, or some similar sized item) and place it in the center of the pad, kitty corner. Next bring the two opposing corners over the piece and pull it tight. Take the other two opposing corners and bring them up over the piece. Use tape or rubber bands to secure the pads.

Remember not to overuse tape. The tape should go around the article until it reaches itself. In other words, tape to tape. Don't just go around and around. The tape will eventually have to come off the pads. You may have an item such as a rocking chair or slightly larger style end table or nightstand that will require an additional pad over the top for diapering. This is a two pad diaper rap. The same rules apply for tape.

Full Coverage with a Fold Wrap

The full cover with a fold is commonly used to wrap shorter items such as dressers, nightstands, desks, or items approximately 35 inches in height. This method can be used in tandem with the style we will discuss. Begin by getting on the back side of the item. Unfold a pad, extending it in the air with both arms. Bring it all the way around to one end of the piece you are wrapping. Make sure the pad goes all the way to the floor. Always wrap your furniture from end to center. Next, repeat this action from the other end to the center. If there is any uncovered area in the front, simply cover from the ground up with a third pad, evenly over the first two pads. The pads should then be secured in place with rubber bands or tape. Again be careful not to overuse tape.

This style of wrap can also be used for single pad items such as a nightstand, file cabinet, or similar items. Stand behind the piece extending your arms with a pad in front of the piece and pull the pad around it, covering the front and both sides making sure the pad reaches the floor. Next, fold the pad across the top of the file and tuck the remaining pad behind the file. Secure it with bands or tape. After padding, prior to securing, you may wish to walk around the piece and give a few gentle tugs to make sure the piece is completely covered and all padding is square.

If you are planning to use dollies to move padded furniture, you need to make sure all loose edges are secured to prevent binding up in the dolly wheels. Another method to move common items like dressers, refrigerators, or sofas through tight hallways or doorways is to stand them up on a pad and pull them along sled style. When doing this, stand the item up leaving enough excess pad to pull all the way under the piece. Next, with the longer end to the front, one man pulls the entire piece while the other mover pushes and the piece slides along to where you need to go.

Top Cap with a Belly Wrap

Top cap with a belly wrap is commonly used with taller items such as armoires, bookcases, high boy dressers, refrigerators, or any other items exceeding 35 inches in height. The first role to this method is always pad from the top down. Secondly, on extremely tall pieces, check the top for hidden items prior to padding. Using the armoire as an example, center one pad over the top of the chest then secure with tape or bands. Next, bring another pad from the ground up and bring it all the way to one side. Secure it with tape or tuck it under the previous band on the top and repeat this process from the under covered side. Again making sure the pad goes all the way to the bottom.

Your piece should now be completely covered on all finished sides. Complete by adding an additional rubber band or tape near the dresser base, 6 inches above the floor. Your piece is now

ready to dolly out the door. Taller, longer items such as entertainment centers may require two pads for the top cap padding method. This consists of two pads used in the full cover with a fold method, and then multiple pads or the belly wrap to reach the floor. It may take multiple movers to hold and position these pads while being secured.

OS Preparation

Many customers will have a hide a bed or sofa sleeper. Whether it is being shrink wrapped or simply padded, it needs to be secured or tied off prior to moving. Failure to secure the mattresses in a hide a bed may result in the bed unfolding when the sofa is tilted or knelt forward to fit through a doorway. If this happens serious injury may occur to movers, particularly their hands.

Tying off a sofa is fairly easy and takes just a moment. First, locate the mattress handle by flipping up the cushions next unroll 10 feet of shrink wrap and fold it in half to create a thick length approximately 5 feet long. This plastic rope is then inserted downward through the handle and pulled out from under the couch and tied and a double granny knot in the front of the sofa. Shrink wrap is incredibly strong and sterile by nature. Rope or thick, strong twine can also be used, but must have padding between itself and the front of the sofa.

Not all hide a beds may have a hole for a handle. If this is the case, use your tie off material at each end of the front metal trim in the sofa bed frame and sofa front frame. Upon completion, give several pulls to see if you can get the sofa open. Be very careful with these pieces. Your sofa sleeper is now ready to shrink wrap or pad per company policy. See your lead person if you have any questions.

One item commonly found on moves is upholstered furniture. It is often referred to as OS which is short for "over stuffed." OS is a common description for sofas, loveseats, recliners, large chairs, and footstools. It is common practice to use stretch wrap or shrink wrap to help keep the OS material clean.

First, place the sofa on two boxes to raise it off the floor. This enables you to wrap the bottom section of the sofa much easier. The skirt or bottom trim is raised while the stretch wrap is tied around one of the sofa legs. Then the mover begins circling the sofa while applying the wrap from the bottom up. The vertical surfaces are covered first in the circular pattern and then a back-and-forth pattern is used to cover the horizontal or actual seating area. At the completion of the horizontal coverage, one final circle is performed to seal the edges of the horizontal application.

The sofa is now ready to be handled. Of course, it will still require padding in the load. There are a couple of points to remember:

1. See your lead person before you load any boxes onto your sofa prior to wrapping with stretch wrap. This is a common practice, but may be frowned upon in certain situations.
2. Some upholstered furniture must be padded prior to stretch wrapping. For instance, all forms of leather perspire if shrink wrapped directly. Velvet or Vellore surfaces can also suffer damage to their nap or pile if stretch wrap is applied directly. Some situations will require no shrink wrap be used. Others may require that a piece be paper padded prior to wrapping with shrink wrap.

OS furniture is one of the most common high dollar claims filed (along with appliances) and needs to receive special care when being handled. You should familiarize yourself with our policies regarding the handling of these items. The important thing here is the customer. Their

perception is all that matters. They need to be confident in the way their furniture is being treated.

Proper, timely padding performed in front of them with clean pads in combination with residence protection shows a willingness to perform a higher quality of service than the customer expects. Your ratings will improve, your tips will go up, and your claims will go down. This will keep your lead person happy.

Disassembly Rules

Often times during the move, furniture must be disassembled for various reasons. This include ease of loading increased density or the pieces simply cannot support its own weight during the move. In this situation, the following rules come into play:

1. **Anything we take a part has to be put back together.** When this order is delivered, someone on the team will have to make a reasonable attempt to put it back together. Make it easy.
2. **Disassembly of an item is the lead person's decision.** The lead person makes all decisions on what is disassembled and by whom. The lead person is also in charge of where the hardware goes with all the disassembled items.
3. **All hardware should be reattached, if possible.** As furniture is taken apart, screws go back in the holes, nuts and washers go back on the bolts.
4. **If hardware cannot be replaced or re attached, such as pins for shelving and book cases, put all of the hardware in a plastic bag or envelope and seal it.** Next, label it indicating where the hardware came from. Hardware packages should either be assigned to a parts carton or specific furniture item. Whichever method is used, the customer needs to be informed of this. This should also be noted somewhere on the paperwork, preferably highlighted on the inventory on the initial page.
5. **We are not allowed to disassemble certain items.** This includes, but is not limited to swing sets, complex cabinet systems, exercise equipment including universal gyms, draining of waterbeds, grandfather clocks, and unhooking appliances, especially gas dryers. See your lead person if you have any questions in regards to company policy concerning disassembled items.

Conclusion

This ends your basic mover training. We hope this information has been instructive and helps you progress in the field. You still have much to learn, but now you have a good working knowledge of the basics.